



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Comcast Phone of Illinois, LLC
CIMCO, a division of Comcast Business Services
Comcast Digital Phone

Out of Service More Than 24 Hours	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$80.04	\$777.20	\$796.43	\$1,653.67
B. Number of credits issued for repairs - 24 - 48 hours	20	88	85	193
C. Number of credits issued for repairs - 48 - 72 hours	1	11	14	26
D. Number of credits issued for repairs - 72 - 96 hours	0	3	6	9
E. Number of credits issued for repairs - 96 - 120 hours	0	3	2	5
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$325.00	\$375.00	\$675.00	\$1,375.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	11	11	21	43
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$18,950.00	\$10,000.00	\$17,050.00	\$46,000.00
B. Number of customers receiving credits	379	200	341	920
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

Part 730 (730.540(a)) Item E: standard fails to recognize industry accepted number porting intervals.